 Independent Verification & Validation Facility	Operations and Maintenance Services Request Process	IVV 04 Revision: Basic Effective Date: April 1, 2005
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APPROVAL SIGNATURES		DATE
Gregory Blaney (original signature on file)	Management System Representative	03/31/2005

REVISION HISTORY			
Rev. No.	Description of Change	Author	Effective Date
Basic	Initial Release	Gregory Blaney	04/01/2005

REFERENCE DOCUMENTS	
Document Number	Document Title
NPR 1441.1	NASA Records Retention Schedule
NPR 1442.1	NASA Uniform Files Index
NAS5-03126	NASA Contract with WVURC for O&M Services 10/1/03 – 09/30/08
NPR 7120	NASA Program and Project Management Processes and Requirements
NPR 7150	NASA Software Engineering Requirements

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1.0 Purpose

The purpose of this System Level Procedure (SLP) is to document how Operations and Maintenance (O&M) services are requested and supplied to NASA IV&V Facility employees.


2.0 Scope

This procedure is applicable to the request of all O&M services, including, but not limited to, the following:

- Building/content maintenance
- Building/content use
- Personnel conduct within the building
- Supply provision
- Physical safety and security
- Information Technology (IT) and IT security
- Telephone and television
- Cleaning
- Refuse and recycling
- Property management

Major requests, or requests that cannot be accommodated with existing hardware, software, or personnel resources, will require significantly more analysis and evaluation before receiving approval or denial. For example, requests for IT services that involve the development of additional hardware or software systems shall be evaluated against NASA's Enterprise Architecture. Such requests may have to follow NASA procedures found in NASA Procedural Requirement (NPR) 7120 and NPR 7150, and may need to be approved by NASA's Chief Information Officer (CIO). Another example would be a request for a building reconfiguration. All construction must meet Federal, State, and West Virginia University (WVU) building codes and regulations.

All requests will be evaluated according to available funding.

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3.0 Definitions and Acronyms

3.1 Associate of Operations

The Associate of Operations is a NASA civil servant assigned by NASA IV&V Facility Management to manage the contract with West Virginia University Research Corporation (WVURC) for all O&M services.

3.2 Operations and Maintenance (O&M) Manager

The O&M Manager is a NASA civil servant assigned by NASA IV&V Facility Management to assist the Associate of Operations in managing the WVURC contract.

3.3 West Virginia University Research Corporation (WVURC)


The WVURC is an organization associated with WVU. WVURC owns the NASA IV&V Facility building and the property on which the building is located. WVURC also provides the O&M services.

3.4 Acronyms

CIO	Chief Information Officer
IT	Information Technology
NPR	NASA Procedural Requirements
O&M	Operations and Maintenance
SLP	System Level Procedure
WVU	West Virginia University
WVURC	West Virginia University Research Corporation

4.0 Flow Chart

A flow chart is not applicable to this SLP.

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5.0 Responsibilities

5.1 Associate of Operations

The Associate of Operations is responsible for managing the contract with WVURC for all O&M services. This includes establishing policies and procedures, approving all O&M services, and ensuring all activities comply with all applicable NASA, Federal, State, local, and other laws and regulations.

5.2 NASA

NASA is responsible for maintaining a contract vehicle with WVURC for all O&M services.

5.3 O&M Manager

The O&M Manager is responsible for assisting the Associate of Operations and managing day-to-day O&M activities. This position is also responsible for managing the financial aspects of the contract with WVURC.


5.4 WVURC

After the NASA-funded construction of the NASA IV&V Facility building, the building and its surrounding property were given to WVURC. WVURC is contractually obligated to provide building and O&M services to NASA.

6.0 Procedure

WVURC has established several different ways for NASA IV&V Facility personnel to request O&M services. WVURC posts many policies and procedures on the NASA IV&V Facility's intranet. WVURC also provides Help Desk functions for many O&M services via internal phone numbers.

The following sections explain how to request O&M services.

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6.1 Electronic Requests

WVURC posts many policies and procedures on the NASA IV&V Facility's intranet. Several of the policies and procedures allow electronic request submission (e.g., Web Site Change Request Tool, IT Help Desk Web Site, Trackwise). The electronic submission processes either have been pre-approved by NASA, or include a procedure in which NASA will approve the request before WVURC takes any action. Additionally, requests can be submitted electronically via email to help@ivv.nasa.gov.

6.2 Verbal Requests

6.2.1 Phone Requests

In addition to electronic requests, WVURC has established Help Desk functions for requesting O&M services.

6.2.1.1 Maintenance, NASA IV&V Facility Usage, Physical Security, or Health and Safety Services


WVURC has established a general Help Desk. Requests can be submitted via internal phone by dialing x8200. The Help Desk provides consultation with NASA IV&V Facility Security personnel regarding maintenance, NASA IV&V Facility usage, physical security, health or safety services, or other information.

6.2.1.2 IT Services

WVURC has established an IT Help Desk. Requests can be submitted via internal phone by dialing x8237. The IT Help Desk provides consultation with an IT professional regarding IT services or requests.

6.2.2 In Person Requests

Because WVURC and its associated contractors are collocated in the NASA IV&V Facility, requests can be made in person by

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speaking directly with O&M service support personnel, such as the WVU staff, NASA IV&V Facility Security staff, and IT support personnel.

6.3 Direct Requests

Both the Associate of Operations and the O&M Manager are located in the NASA IV&V Facility and are receptive to suggestions or questions regarding O&M activities and/or services. Requests can be made by speaking directly with or emailing the Associate of Operations or the O&M Manager.

7.0 Metrics

Metrics associated with this SLP will be established and tracked within the NASA IV&V Facility's Metrics Program.

8.0 Records

Either WVURC or an appropriate sub-contractor will maintain all records associated with O&M services and activities requested through WVURC.